

<b>ESSEX PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST</b>
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### On-line incident reporting using the Datix web form

1. The Datix (web) on-line incident reporting system is the Trust standard for reporting incidents.
2. The Datix web reporting form is accessed through the Trust's intranet (insite) home page. The appearance and information requirements of the web page may differ, for community health services, according to the locality.
3. The overall system of Datix web reporting is as follows

#### 3.1 Incident reporting and management process summary

Stage	Description	Status on completion
1.	<p>Reporter fills in incident form and submits, this includes fields for Serious Incident and RIDDOR reporting</p> <p>Datix sends e-mail acknowledgement to reporter and alerting e-mails with link to incident to reporter's manager and any relevant staff identified by the system via the parameters inputted on the Datix form.</p>	Awaiting Manager Approval
2.	<p>Manager opens incident form, starts actions but saves before completion. Managers will</p> <ol style="list-style-type: none"> <li>1. Check the information submitted by the reporter</li> <li>2. Provide additional information as required by the form</li> <li>3. Verify the contact details (personal details of people involved in the incident)</li> <li>4. Identify learning points and further action required following investigation</li> </ol>	Awaiting Manager Approval
3.	Manager completes actions	<p>Approved (No Harm/Low Harm)</p> <p style="text-align: center;">Or</p> <p>Awaiting Risk Management Approval (Moderate, Severe, Death)</p>

4.	Risk team reviews incident	Approved
5.	Risk Management Team can reject an incident form in agreement with the handler and or service lead. This can include duplication reasons and agreement if an incident form does not meet incident definitions.	Rejected

### 3.2 Datix web form features.

3.2.1 Information can be added in a number of ways.

- Picking single or multiple lines from a list
- Free text entry
- Yes/No responses – can also lead to additional questions appearing
- Opportunity to add repeated entries – e.g. additional persons involved

3.2.2 The Datix web form gives guidance and help to the user

- Customised instructions/on screen text
- Pop-up help text
- Access via web links to documents
- Spell check
- Question Marks can be selected which will provide assistance for the designated question

3.2.3 Mandatory fields – an entry must be made before the form can be submitted

3.3 **Incident reporting** – all staff can access the interactive Datix web reporting form (DIF1) to record basic information for an incident. This includes date/time, service details, location, incident description, action taken and incident type. More detailed information can be added for specific types of incident, personal details of those involved and the person reporting. Documents, such as witness statements, can be electronically attached. Following selection of the team manager the form is submitted. An acknowledging e-mail is then sent automatically to the reporter, giving an incident reference number. The team manager is automatically alerted by an e-mail with a link to the incident. Copies go to other managers/advisers depending on the nature of the incident.

3.4 **Managers' actions:** on receipt of an alerting e-mail, managers should log onto Datix and open the manager's form (DIF2) for any new incident. Managers are then required to:

3.4.1 Form a view as to whether the incident is valid and contact the Risk team if they think an incident should be rejected

3.4.2 Check the details entered by the reporter

3.4.3 Give further information on harm to service users for NRLS reporting (See Appendix 3)

- 3.4.4 Determine if the incident requires further reporting as a Serious Incident
  - 3.4.5 Determine if the incident meets RIDDOR reporting requirements
  - 3.4.6 Record results of investigation (lessons learned) and further action required
  - 3.4.7 Check details of persons involved and check contacts database to avoid duplicate contact details being recorded
  - 3.4.8 Managers can also log on to a summary page for their incidents. This shows all their incidents and also gives access to searching, filtering and reporting features to provide further analysis
  - 3.4.9 Once an incident has been processed by the manager, there are two courses of action, dependent on the degree of harm. If the harm is graded as No Harm or Low Harm, the manager should save the incident using the Approved status. If the harm is graded as Moderate, Severe or Death it can be saved for approval using the Awaiting Risk Management Approval status
  - 3.4.10 **Learning Feedback Loop:** before an incident is submitted the reporter can choose whether they wish to receive a 'progress update' of the incident once approved. If 'Yes' is selected once the Datix form is put into the 'Approved' status an automatic email is sent to the reporter's email address detailing their incident and the information placed in by the Manager/relevant parties as it has passed through the sign off process.
- 3.5 Risk Management Team actions:** following submission by managers the Risk team, including specialist advisors, reviews each incident and decides on final approval. Criteria include quality of information such as risk assessment, grading of harm, key information for the National Reporting and Learning System, the investigation undertaken, the lessons learned and future action. Forms may be referred back to managers for further action and resubmission ('Further Action Required by Manager' status)

#### 4. What to expect from the incident reporting form

The form itself is simple and is structured systematically enabling you to identify the type of incident, location, category, severity and contacts. All fields with a red star are mandatory and require an entry.

The form has several drop-down boxes giving you a number of options to choose from which may then give further options, dependent on the type of incident

- 4.1 The form will default to today's date. This can be amended by clicking the calendar icon and selecting the correct date or simply typing the date as free text. The time allows you to add free text and you should enter the time format using the 24 hour clock i.e. hh:mm
- 4.2 Using drop down boxes, work through Area, Base and Team, Service, Where the incident occurred, Type of location. Do this in order from the top down, this rule applies to the rest of the form as

the choice determines what options are available in the next box  
(You can search for something by typing letters in the box)

- 4.3 Incident site: Choose the site where the incident actually occurred from the drop down box. If the required site is not listed, please contact the Risk Management Department on 01268 739731
- 4.4 Location type: Enter the specific location type from the drop down box
- 4.5 Description of Incident: This is a text field which allows you to type freely. It is very important that no personal identifiable information is used regarding patients/residents or members of staff; including names, addresses, NHS numbers and dates of birth. Locations (ward/building names) can be added if the name of the Ward/Hospital is followed by either 'ward' or 'hospital'. For a Nursing Home staff should refer to "Nursing Home" in the description field. The information should be written in the third person and it is important that the information provided is concise and tells the reader what happened clearly and succinctly.

For example:

'The patient/resident fell out of bed and hit his leg on the floor'

Instead of:

'I was attending to another patient/resident when I heard a noise and saw that Mr Another was on the floor crying. I shouted for Staff Nurse Xample to help me. When we reached the bay there was such a commotion as the patient/resident was clearly upset and complained that he hit his leg and was in a lot of pain.'

(Can use spell checker at any time. Click on ABC tick bottom right of the text box, then on underlined mistakes: pick what is correct)

- 4.6 Immediate action taken: Here you should indicate what actions were taken in order to safely manage the situation. Note the same free text rules which govern the 'Description of Incident' field apply here too.
- 4.7 **RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)**

Please choose if the incident is reportable to the Health and Safety Executive as per current guidance, which can be found on the Datix report. A box will pop up asking you to contact Risk Management on [REDACTED] to inform them if the incident is deemed to be a reportable incident or if you have a query.

### **Incident Classification Section**

- 4.8 Type: Choose the correct type from the drop down box. The Incident type indicates the type of party affected by the incident.

- 4.9 **Category and Sub Category:** You then need to ensure the category reflects the incident you are describing. The option chosen in 'Category' will determine the options that are available in the subcategory section. It helps to filter down and assist you in correctly allocating information applicable to this incident. Choose the best fit for the incident in question. – it is important to correctly classify incidents, so please take the time here to correctly identify by scrolling through the options. The staff notified of your incident (with the exception of the manager) will depend heavily on these choices, it is therefore pertinent that the correct staff are made aware of an incident that may affect them or that they can assist with.
- 4.10 **Serious Incident:** Choose the appropriate option. If 'Serious Incident' is chosen, the SI team will be notified and assess if this should be confirmed or not. The Serious Incident team should also be informed by telephone on [REDACTED] or [REDACTED]. Please see SI section of this Policy and Procedure
- 4.11 **Aggravating Factors:** Choose from the drop down box. Double click on the appropriate option to select single factors. For multiple options, highlight each option with a single click. Once your selection is complete, press enter to transfer the information to the field
- 4.12 **Safeguarding:** Choose if the incident requires a Safeguarding referral to the appropriate authority. Please note in 'Action Taken' what has been done and if a referral has been raised. Please also attach a copy of the referral to the incident form (see 'Attaching Documents' below)
- 4.13 **Attaching Documents:** It is possible to attach many types of file to the DIF1, allowing you to attach electronic (or scanned) witness statements, for example, or a photograph which would aid any subsequent investigation. Once attached, these documents can be accessed by anyone who has access to the incident. Once the form is submitted, if there is something you would like attached to the form, the manager you designated to Approve the incident will be able to complete this.
- 4.14 **Persons Involved Section:** Must record details of everyone involved– varies with type of person. If you're just the reporter, record this later. But if a witness or person affected, AND reporter, do both

**Type of Person/Role:** Choose the best fit from the drop down boxes

**Forenames/Surname/Gender:** Type the names of the person involved, checking spelling where possible and choose their gender from the drop down boxes

**Personal Property:** Choose 'yes/no' from the drop down box. If 'yes' is selected, a further box opens requiring specific information. Please add as much detail as possible. (Note: in the value field just enter numeric data, do not enter a pound sign (£) as this will trigger an error message when the form is submitted)

**Injuries:** Click on this box if any injury was sustained as result of the incident. If selected, a further box opens requiring specific information. Please add as much detail as possible

**Note: Click 'Add Another' to add further people involved. This includes any individual that had an active role or witnessed the incident.**

4.15: Reporter: The person completing the incident reporting form (DIF1) enters their details here, including e mail address. Please ensure that you use an nhs.net e-mail address for example: firstname.lastname@nhs.net as Datix cannot send to non-nhs.net email addresses.

4.16 Relevant Manager: Choose the relevant Manager to investigate the incident from the drop down box. This is usually your line-manager, but may be different in certain circumstances

4.17 Submission of the incident report: Once the form has been completed, you must click the Submit button. At this point, Datix will send advisory emails to anyone who is set up to receive them. The subsequent screen will provide a reference number and gives details of the people to whom advisory emails have been sent

Datix Advice from the risk management team [REDACTED] or by phone: [REDACTED]